Bluesonic FAQ

General

1. What is the main difference between the BlueSonic and other Bluetooth devices? ...
2. What is included in the BlueSonic package?
3. How does the BlueSonic use the Bluetooth technology?
4. How do I handle voice calls when the BlueSonic is connected?
5. Can I transfer an ongoing mobile phone call back to my phone to continue it there?
6. How many devices can I pair to the BlueSonic?
7. Is my phone compatible?
8. What is the passcode/passkey of the BlueSonic?
9. Can I change the passcode of the BlueSonic?
10. Can I use voice activated dialing if my phone supports this feature?
11. Can I use the BlueSonic to listen to music from my mobile?
12. How often should I charge my BlueSonic?
13. Can I use my BlueSonic with my computer for VOIP applications?
14. Do I need to pair the devices every time I use them together?
15. Is the BlueSonic compatible with Apple Mac computers?

Bluetooth

1. Is it safe to use Bluetooth devices, I have heard they can allow unauthorized connections?
2. Can somebody else take control of my BlueSonic if they are in range?
3. What is the difference between Handsfree and Headset Bluetooth Profiles?
4. How do I know if my devices are connected?
5. How far can my mobile be from the BlueSonic and still remain connected?
6. Can other electrical devices cause interference with Bluetooth?
7. If I cup my hand over a Bluetooth device the signal strength and quality suffers. Why does this happen?
8. What Bluetooth devices can use the BlueSonic?
9. What is A2DP?

Troubleshooting

1. How do I re-connect my BlueSonic?
2. Why won't my BlueSonic go into pairing mode?
3. Is my BlueSonic charged?

4. Why can’t I hear any sound from the Speaker?
5. Why is the BlueSonic noisy and distorted?
6. My BlueSonic worked great but now it won’t connect to my phone, what can I do?
7. My computer won’t connect to the BlueSonic, what can I do?
8. What if my computer has Bluetooth already built in? Can I use it?
9. Why can the talk time and standby time differ with the products specification description?
10. Why does my phones battery not last as long as it used to?
11. I am having trouble pairing a second phone, what can I do?
12. How can I stay near the BlueSonic but not have calls diverted through it?
13. My phone says “Bluetooth Module not found” what can I do?
14. I have a pda phone that pairs to the BlueSonic but has trouble transferring calls, how can I fix this?
15. Why can’t I hear the dial tone from headset when I dial?
16. Voice dialing is not successful every time what can I do?
17. I have read all the solutions in this document but I still cannot get my BlueSonic to work properly. What can I do?

General

1. What is the main difference between the BlueSonic and other Bluetooth devices?

The BlueSonic can connect to Bluetooth devices for voice communications as well for streaming stereo audio over A2DP. It can be used with mobile phones, PDA's and computers.

2. What is included in the BlueSonic package?

BlueSonic speakers, a USB Bluetooth Dongle, a CD with Bluesoleil driver software, one 100-240V AC Adapter, one 3.5mm audio lead, a User Manual, and Quick Start Guide.

3. How does the BlueSonic use the Bluetooth technology?

Bluetooth is used to send and receive mono voice and stereo sound signals over radio waves between your mobile phone, PC and the BlueSonic. It allows the BlueSonic to control phone calls on your mobile phone remotely. This is done by using the Headset and Handsfree Bluetooth Profiles. It also uses the A2DP Profile for streaming audio and the AVRCP Profile to remotely control music playlists of supported programs.

4. How do I handle voice calls when the BlueSonic is connected?

For incoming mobile phone calls simply press the Phone button on the front panel of the BlueSonic to answer. For outgoing calls you dial from your phones keypad and the call will be transferred to the BlueSonic. Alternatively you can use the redial or voice dial function using the phone button on the BlueSonic. For incoming VOIP calls use your programs interface to control the call. Sound will be routed to the BlueSonic.

5. Can I transfer an ongoing mobile phone call back to my phone to continue it there?

Yes, simply Long Press the Phone button on the BlueSonic and the call will continue on the mobile phone. Or you can use the active menu on the phone during the call.

6. How many devices can I pair to the BlueSonic?

The BlueSonic can store pairing information for 8 different Bluetooth devices. The BlueSonic can connect to one A2DP device and one Headset/Handsfree device at a time. When using a PC, you cannot connect the A2DP and Headset/Handsfree Profiles at the same time.

7. Is my phone compatible?

If your phone has Bluetooth it more than likely supports a Handsfree or Headset Bluetooth profile, and so it will work with the BlueSonic for voice calls. For stereo streaming the phone must support A2DP. Check your phones manual or our compatibility list on the BlueAnt website for compatible devices.

8. What is the passcode/passkey of the BlueSonic?

The Passcode for the BlueSonic is “1234”.

9. Can I change the passcode of the BlueSonic?

No, the passkey is inbuilt and cannot be changed.

10. Can I use voice activated dialing if my phone supports this feature?

Yes the BlueSonic supports voice activated dialing if your phone also supports this feature. Check your phones user manual for information on setting this up and recording voice commands.

11. Can I use the BlueSonic to listen to music from my mobile?

Yes indeed, but your phone must support the A2DP Bluetooth Profile. Check our website for an updated list of compatible mobile phones. You may be able to listen to music in mono using the Handsfree connection on your phone, but this is not recommended as the voice connection for Handsfree is tuned be optimised for voices, not music. Using the BlueSonic in this way will make them sound like an AM radio.

12. How often should I charge my BlueSonic?

You should charge the BlueSonic when the battery LED Indicator flashes Amber in color. The battery will last for about 48 hrs on standby and much longer if the BlueSonic is switched off in between uses. When in use, the BlueSonic battery will last for 10hrs at half volume and 5 hours at full volume.

13. Can I use my BlueSonic with my computer for VOIP applications?

Yes, you can connect the BlueSonic to a PC that supports the Headset or Handsfree profile. To do this you need to have Bluetooth enabled in your computer using the supplied Bluetooth USB Dongle.

14. Do I need to pair the devices every time I use them together?

No, the pairing process is required only once for each device, unless the devices are deleted.

15. Is the BlueSonic compatible with Apple Mac computers?

Macs come with their own internal Bluetooth Drivers and so do not require Bluesoleil or any external drivers.

However, they do support the Headset profile and so can be used for VOIP Voice connections. (Please check that your Mac supports the Bluetooth Headset Profile as some older machines only support data over Bluetooth and not audio). Unfortunately at the time of print, the Mac software does not support the A2DP profile, so you are unable to stream stereo music to the BlueSonic. They do support an audio line out, and so can be used with the wired 3.5mm connection to the BlueSonic. Please check the Apple and BlueAnt website's for current compatibility information

Bluetooth

1. Is it safe to use Bluetooth devices, I have heard they can allow unauthorized connections?

For Bluetooth security reasons, once you have set up your Bluetooth devices we recommend turning OFF the visibility option in the Bluetooth Menu of your phone so that other Bluetooth users cannot see your device. (This only applies to a few mainly older Bluetooth enabled phones as most new phones have better security.)

2. Can somebody else take control of my BlueSonic if they are in range?

No, the BlueSonic can only connect to previously paired devices that have been properly authenticated. The Pairing procedure creates an encrypted key known only to the two devices paired.

3. What is the difference between Handsfree and Headset Bluetooth Profiles?

Handsfree Profile allows for extra features to be used with a mobile phone. Voice Dial, redial, call transfer are some that are included in Handsfree but not Headset. Handsfree also allows for a slightly better call quality.

4. How do I know if my devices are connected?

When Bluetooth is turned ON in your phone you may see a Bluetooth symbol appear on your main screen that changes slightly (colours invert or arrows appear) when connected to the BlueSonic. Some phones show a Headset or Car symbol to notify you that the devices are connected.

5. How far can my mobile be from the BlueSonic and still remain connected?

The BlueSonic will remain connected within a range of 10 meters (30ft). Sound quality may start to deteriorate after approximately 7 meters depending on your environment.

6. Can other electrical devices cause interference with Bluetooth?

Bluetooth technology employs a technique called frequency hopping to constantly change the frequency at which it sends data, reducing interference with wireless devices such as wireless LAN’s and cordless landline phones for example. Noise Interference can occur if the Bluetooth device is used in close proximity with a microwave. Check if there are any such devices in the surroundings, and if so keep the distance between the BlueSonic and

such devices to at least 5 - 10m. Usually any interference will only cause a slight crackling sound. The frequency of Bluetooth is much higher than that of radio station bands.

7. If I cup my hand over a Bluetooth device the signal strength and quality suffers. Why does this happen?

Bluetooth signals are radio waves and thus do not need line of sight to operate. However, radio waves cannot
travel through water and as the human body is made up of mostly water they cannot travel through it. This meaning that your hand will create a barrier causing slight interference and a loss of signal quality.

8. What Bluetooth devices can use the BlueSonic?

To use the BlueSonic the device must support either the headset, handsfree or A2DP Bluetooth profiles. Some devices may only support data transmissions and not audio.

9. What is A2DP?

Advanced Audio Distribution Profile - A2DP technology is a new music revolution allowing you to send CD quality stereo music from one device to another without any wires. A2DP is crystal clear music without the hassle of plugging cables. Bluetooth Wireless Technology with the A2DP technology makes mobile phones, PDA’s and computers capable of streaming music.

For a list of A2DP compatible phones got to www.blueantwireless.com

Troubleshooting

1. How do I re-connect my BlueSonic?

Short Press either the Phone Button or the Play/Pause button to connect to the last of each of these type of devices connected.

2. Why won't my BlueSonic go into pairing mode?

Follow through the instructions in the BlueSonic Manual. Press the Play/Pause button for 6 seconds. The BlueSonic will go back into Pairing mode ready to be found in searches by devices. Also, the BlueSonic sometimes requires a few seconds to establish a connection. Please be patient while devices are searching.

3. Is my BlueSonic charged?

An Amber LED will slow blink if the battery is getting low. As the battery gets lower the blink will become faster until the device goes into shutdown mode.

4. Why can't I hear any sound from the Speaker?

The phone's memory may have become corrupt and can be fixed by rebooting the phone.
If this does not resolve the issue. Delete the pairing information and re-pair For a PC restart your audio program, or Delete the pairing information and re-pair.

5. Why is the BlueSonic noisy and distorted?

Turn the BlueSonic Volume down to a level that does not give echo or feedback. Also turn the volume down on your phone. A low battery can also cause bad voice quality. Please charge the BlueSonic. Some people like to have their phone ring loudly, but this may cause distortion when transferred to the BlueSonic speaker. In your phone, set up a Profile with lower ringing volumes and keypad tones and activate when using with BlueSonic. (see your phones user manual for instructions on setting up profiles). Also, you may have low antenna strength from your phone network which may cause signal drop outs or disruption.

6. My BlueSonic worked great but now it won't connect to my phone, what can I do?

As newer phones are like mini-computers, they may become corrupt over time and you may need to reset them every so often (at least once a week is good). Simply switch off your phone remove the battery for a few seconds, replace and reboot. The BlueSonic should now connect. If not, remove existing pairing and re-pair the devices.

7. My computer won't connect to the BlueSonic. What can I do?

Make sure you have not already got an active profile. You cannot connect a voice connection and a stereo connection at the same time. (This is possible with a Mobile phone) Disconnect any active services. Delete and re-pair the BlueSonic from Bluesoleil…
Reboot the PC if required. Also, in Windows Click on - • Start Button > Control Panel > Sounds and Audio Devices > Audio…Check that the Sound Playback device is set to Bluetooth AV/HS Audio when using a stereo connection, and Sound Recording is set to Bluetooth AV/HS Audio when using Voice connections.

8. What if my computer has Bluetooth already built in? Can I use it?

You may be able to use an internal Bluetooth device along with its software as long as it supports Headset/Handsfree for voice, A2DP for stereo and AVRCP for remote control. Please check your computer manufacturers' website for details. There may be updated Bluetooth drivers on their site that will enable these features.

9. Why can the talk time and standby time differ with the products specification description?

The talk time and stand by time will differ based on different brands' mobile phones, different distances between devices and different Bluetooth link status (active, sleep, sniff mode etc.)

10. Why does my phones battery not last as long as it used to?

When you switch Bluetooth ON, your phone searches for any Bluetooth devices in the area. This will use more battery power than with Bluetooth OFF. The BlueSonic has a standby mode it enters when connected to your phone so that it minimizes battery loss. This allows the BlueSonic to have such outstanding battery life as well as reducing the power required by the phone.

11. I am having trouble pairing a second phone, what can I do?

When Pairing a second mobile phone, make sure the first is off or out of range.
If you cannot connect to a previously paired and connected phone, go to the Bluetooth menu of the phone, select the BlueSonic and Press Connect. Some phones may require this if it is the second device used. You do not have to re-pair the devices simply manually connect.

12. How can I stay near the BlueSonic but not have calls diverted through it?

The BlueSonic will remain connected within a range of 10 meters so if you are staying near the device but want to take calls through the phone simply switch the BlueSonic off. Or turn Bluetooth off in the phone.

13. My phone says “Bluetooth Module not found” what can I do?

This means that your phone cannot find its internal Bluetooth chip for some reason. Restarting your phone should fix this problem. If not please contact your phones manufacturer.

14. I have a PDA phone that pairs to the BlueSonic but has trouble transferring calls, how can I fix this?

Go to the phone manufacturers’ website and download and install the latest ROM software for your device. Many new PDA phones are software upgradeable and fixes are made available for problems such as this. This is especially the case with newly released devices.

15. Why can’t I hear the dial tone from headset when I dial?

Check the Bluetooth protocol of your mobile phone to see if it supports in-band ring tone. If it does, then you should hear the dial tone (such as Nokia series) or if it doesn’t you won’t hear it (such as some Sony- Ericsson series).

16. Voice dialling is not successful every time what can I do?

Using your BlueSonic to record the voice tags can enhance the recognition rate. Please refer to the user guide of your phone. Noisy environments can affect voice recognition. Record your voce commends in a quiet environment. Also make sure the contacts you wish to Voice Dial are stored on the phones’ memory and not on the sim card.

17. I have read all the solutions in this document but I still cannot get my BlueSonic to work properly, what can I do?

Please make an enquiry to **customercare@blueant.com.au** or call the BlueAnt Customer Service Team on 1300 669 049 (AUS) or 0800 443 122 (NZ)